

Changing Your Password in Privia

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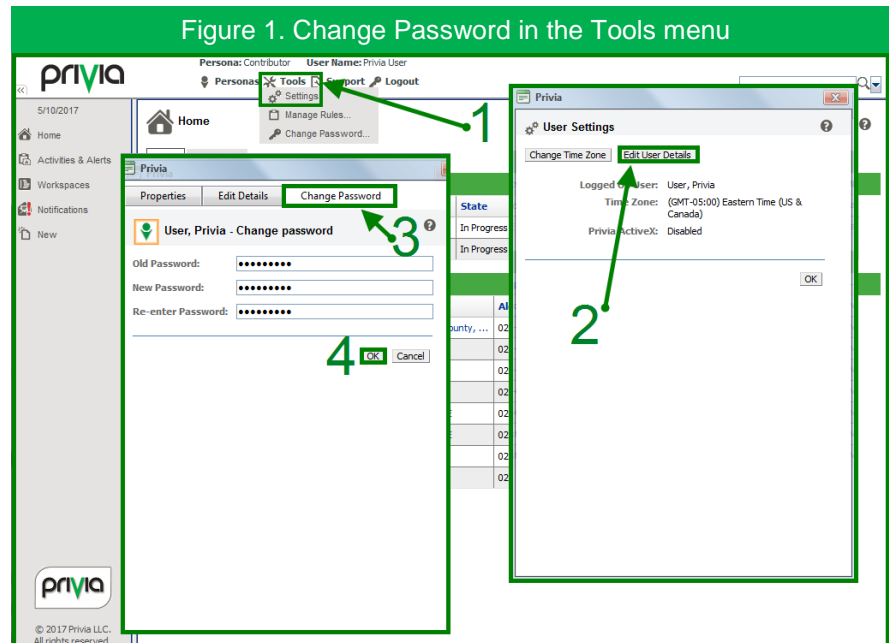
Synopsis

This document provides a variety of ways that users can change their password in Privia. Please note that this capability is not available to those Privia instances that are synchronized with their company's Active Directory.

Changing passwords in Privia Web

Tools menu

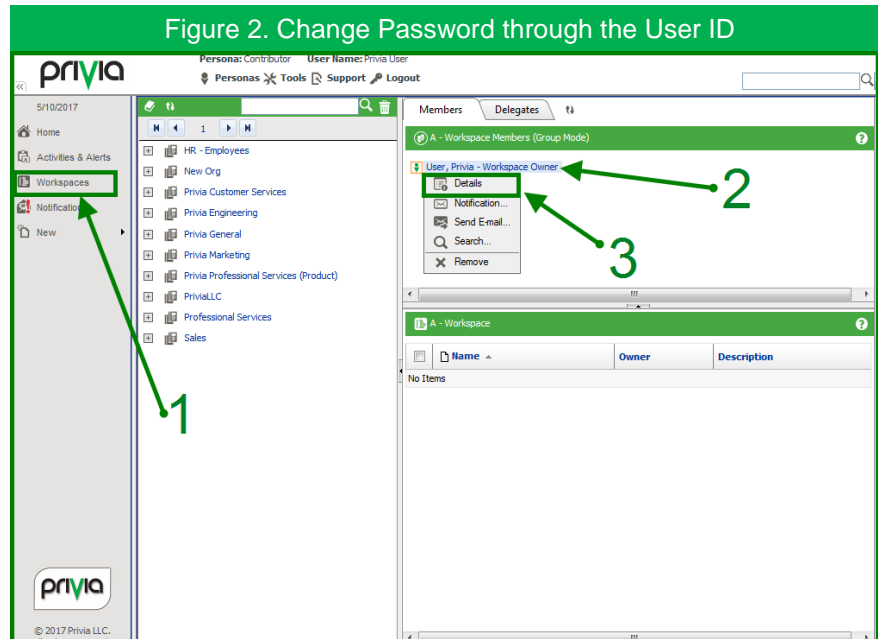
1. Select "Tools" and click "Settings"
2. Select the "Edit User Details" button
3. Select the "Change Password" tab and enter the current password once (in the "Old Password" field) and the desired password twice (in the "New Password" and "Re-enter Password" fields, respectively)
4. Click the "Ok" button to confirm the changes



This new password will be required the next time you login.

Through the User ID

1. Select "Workspaces" in the left navigation pane and navigate to a workspace in which you are an owner or member of
2. Right-click on your User ID in the Member Pane



3. Select "Details" in the resulting context menu

- For the remaining steps, reference Figure 1 above and follow steps 3 and 4 in the “Tools menu” section

Forgot Password Link

- Once viewing the Logon dialog when connected to the Privia server, click the “Forgot password” Hyper-link
- Enter your Privia “Username” and the “Email” address that was used to create your Privia account, when finished click the “Send Request” button

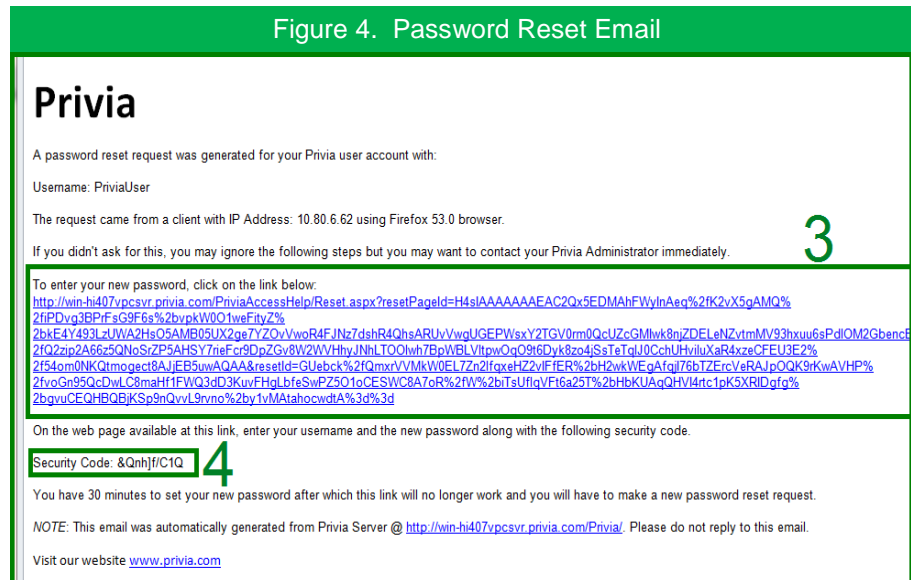
Figure 3. Change Password in Web Using “Forgot Password”



The request to reset the password has now been made; an e-mail from the Privia Administrator will arrive momentarily. Once the e-mail is received, it will look like what is shown in Figure 4

- Click the link in the message window to re-direct to the Privia Password Reset form
- Copy this “Security Code” to your computer’s clipboard to save for use in step 5

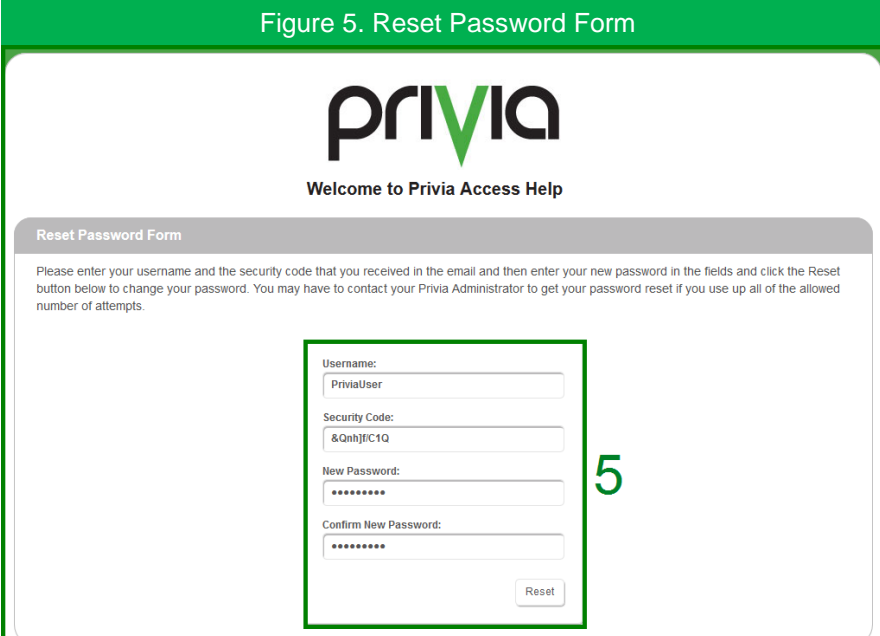
Figure 4. Password Reset Email



A separate browser tab is now opened and displays the Privia Reset Password Form. Please enter your username and the security code that you received in the email and then enter your new password in the fields and click the “Reset” button below to change your password. You may have to contact your Privia Administrator to get your password reset if you use up all of the allowed number of attempts.

5. Enter all of the corresponding user information, including the “Security Code” that was copied to your clipboard in step 4

Figure 5. Reset Password Form



privia

Welcome to Privia Access Help

Reset Password Form

Please enter your username and the security code that you received in the email and then enter your new password in the fields and click the Reset button below to change your password. You may have to contact your Privia Administrator to get your password reset if you use up all of the allowed number of attempts.

Username:
PriviaUser

Security Code:
&QnhJfC1Q

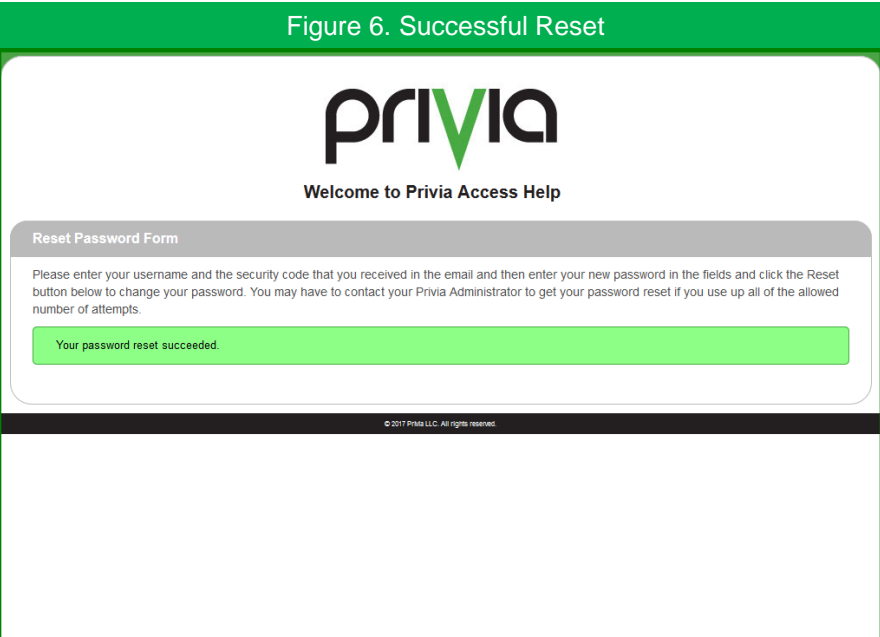
New Password:

Confirm New Password:

Reset

If all the information that was entered in the Reset Password Form was correct, you will receive a verification page like the one shown in Figure 6. You may now close out of this tab and navigate to the tab where the Privia Logon dialog displays

Figure 6. Successful Reset



privia

Welcome to Privia Access Help

Reset Password Form

Please enter your username and the security code that you received in the email and then enter your new password in the fields and click the Reset button below to change your password. You may have to contact your Privia Administrator to get your password reset if you use up all of the allowed number of attempts.

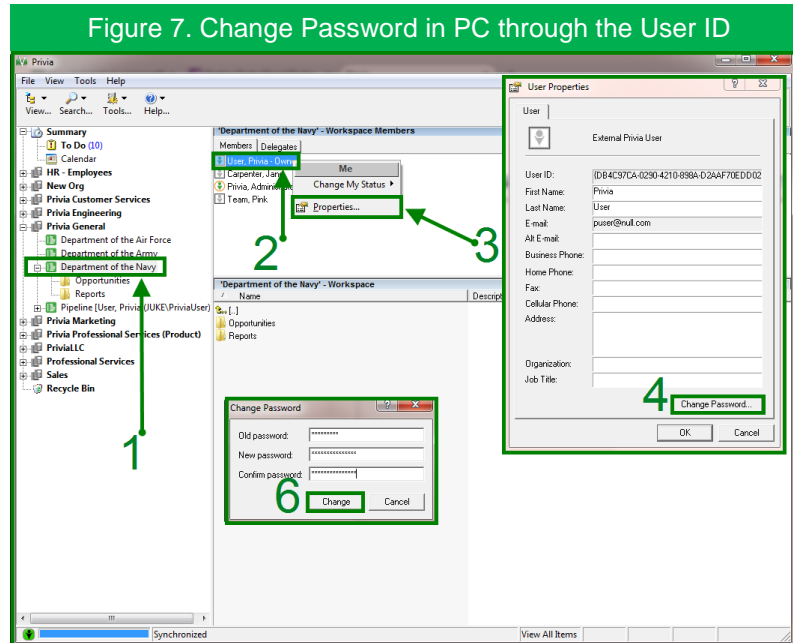
Your password reset succeeded.

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Changing passwords in Privia Platform

Through the User ID

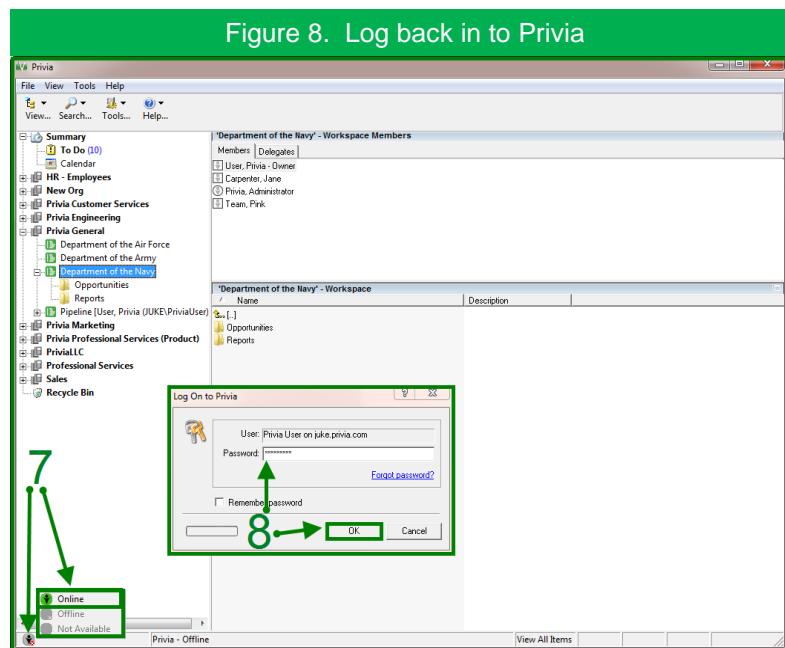
1. Navigate to a workspace that you are an owner or member of
2. Right-click on your User ID
3. Select "Properties" in the context menu
4. At the bottom of the dialog, click the "Change Password" button



5. A dialog will display that says "Your status will be changed to Offline after completing this operation. Please reconnect afterwards to make the changes become effective", click "Ok" to accept

6. Enter the current password once (in the "Old Password" field) and the desired password twice (in the "New Password" and "Re-enter Password" fields, respectively). Click the "Change" button and click "Ok" in the dialog that says "Your password successfully changed. Please reconnect to make the changes become effective"

7. In the bottom left corner of the Platform Client window, the 'Green Guy' icon will change to a gray icon and give the "Privia-Offline" status. To reconnect to Privia, right-click on this gray icon and select "Online" in the resulting context menu.

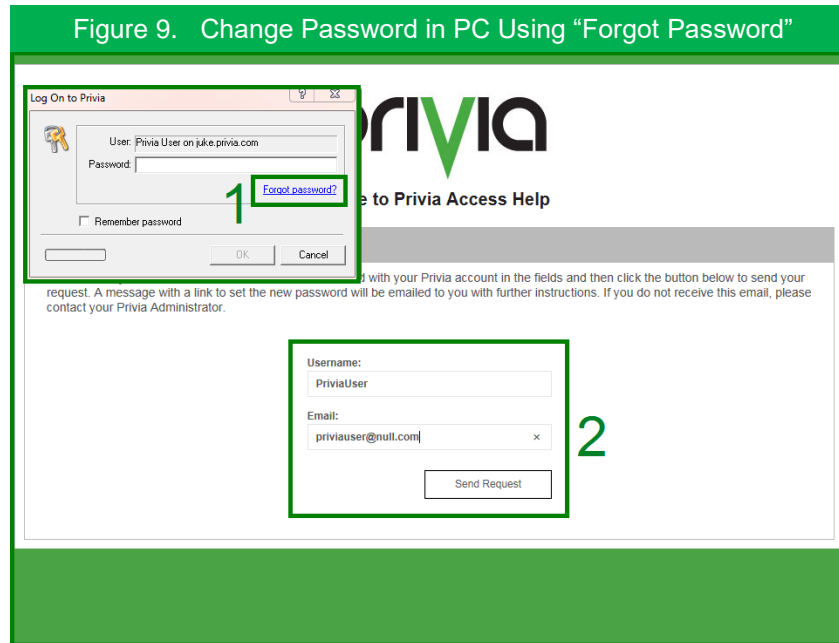


8. When the "Log On to Privia" dialog displays, enter the new password into the corresponding field and click the "Ok" button

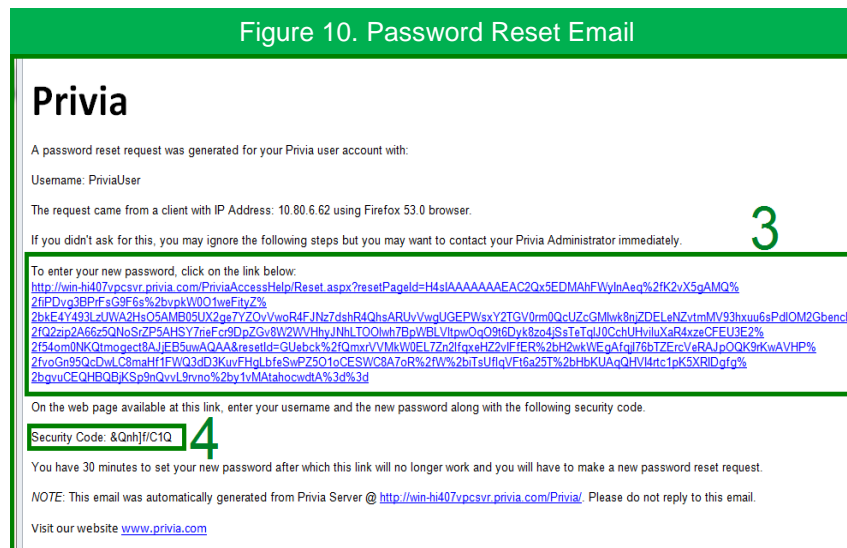
Forgot Password Link

1. Once Privia Platform has been opened and the user profile is selected (viewing the logon dialog), click the "Forgot password" link
2. Enter your Privia "Username" and the "Email" address that was used to create your Privia account, when finished click the "Send Request" button

The request to reset the password has now been made; an e-mail from the Privia Administrator will arrive momentarily. Once the e-mail is received, it will look like what is shown in Figure 10



3. Click the link in the message window to re-direct to the Privia Password Reset form
4. Copy this "Security Code" to your computer's clipboard to save for use in step 5

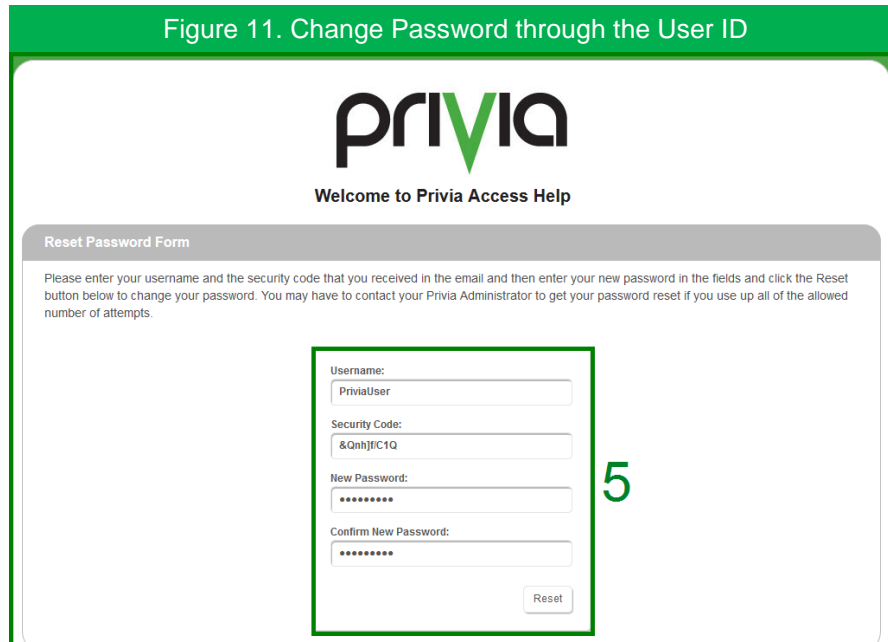


A separate browser tab is now opened and displays the Privia Reset Password Form. Please enter your User name and the security code that you received in the email and then enter your new password in the fields and click the “Reset” button below to change your password. You may have to contact your Privia Administrator to get your password reset if you use up all of the allowed number of attempts.

5. Enter all of the corresponding user information, including the “Security Code” that was copied to your clipboard in step 4

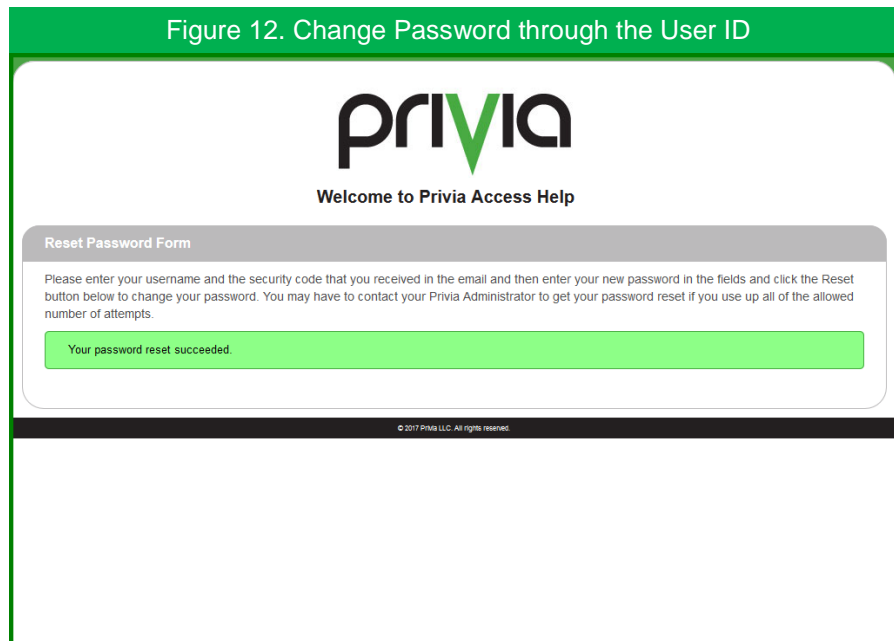
If all the information that was entered in the Reset Password Form was correct, you will receive a verification page like the one shown in Figure 12. You may now close out of this tab and navigate to the tab where the Privia Logon dialog displays

Figure 11. Change Password through the User ID



The screenshot shows the Privia Reset Password Form. At the top is the Privia logo and the text "Welcome to Privia Access Help". Below this is a section titled "Reset Password Form" with instructions: "Please enter your username and the security code that you received in the email and then enter your new password in the fields and click the Reset button below to change your password. You may have to contact your Privia Administrator to get your password reset if you use up all of the allowed number of attempts." The form contains four input fields: "Username:" with the value "PriviaUser", "Security Code:" with the value "&Qnh)lIC1Q", "New Password:" with masked characters "*****", and "Confirm New Password:" with masked characters "*****". A "Reset" button is at the bottom right of the form fields. A large green number "5" is overlaid on the right side of the form.

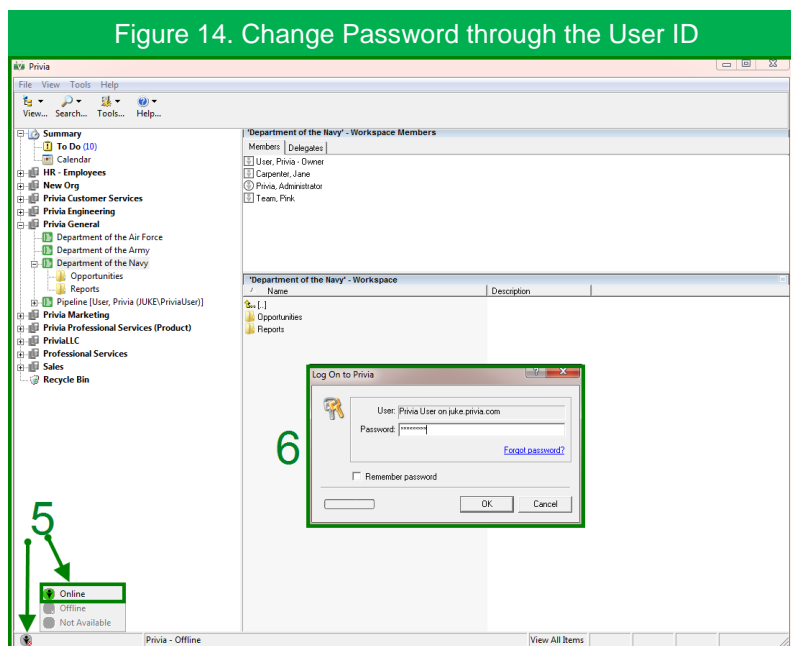
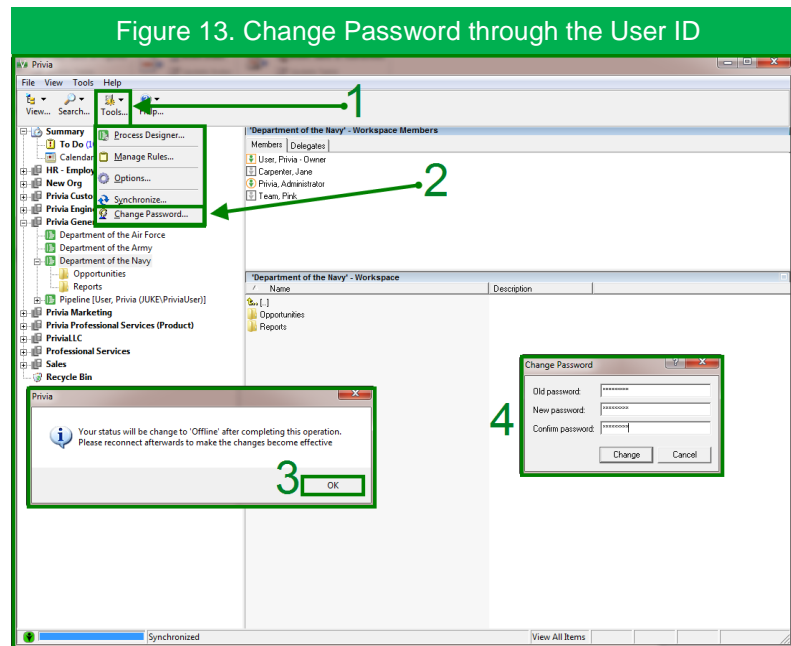
Figure 12. Change Password through the User ID



The screenshot shows the Privia verification page. At the top is the Privia logo and the text "Welcome to Privia Access Help". Below this is a section titled "Reset Password Form" with the same instructions as in Figure 11. A green success message bar is displayed: "Your password reset succeeded." At the bottom of the page, there is a small copyright notice: "© 2017 Privia LLC. All rights reserved."

Tools menu

1. Click the “Tools” button along the header bar of the Platform Client window
2. Select “Change Password” from the drop-down menu
3. A dialog will display that says “Your status will be changed to Offline after completing this operation. Please reconnect afterwards to make the changes become effective”, click “Ok” to accept
4. Enter the current password once (in the “Old Password” field) and the desired password twice (in the “New Password” and “Re-enter Password” fields, respectively). Click the “Change” button and click “Ok” in the dialog that says “Your password successfully changed. Please reconnect to make the changes become effective”
5. In the bottom left corner of the Platform Client window, the ‘Green Guy’ icon will change to a gray icon and give the “Privia-Offline” status. To reconnect to Privia, right-click on this gray icon and select “Online” in the resulting context menu.
6. When the “Log On to Privia” dialog displays, enter the new password into the corresponding field and click the “Ok” button



Summary

There are many different ways in which to change the password in Privia; right-clicking on your User ID will always allow you to change your password from the Details/Properties screen, and utilizing the “Forgot Password” link allows for reset before logging into the application.